

DEPARTMENT INFORMATION SYSTEMS



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I. Policy

The police department will provide personnel with the information systems, services, and support necessary to perform professional, efficient, and cost effective public safety and law enforcement services. Information systems resource acquisition and distribution will be based on approved requirements, prioritized needs, and available funding resources.

II. Definitions

- A. Department Information Systems: Any communications, radio, and data, hardware, software, and network support that is owned, operated, and maintained by the police department or for the department by the Montgomery County Department of Information Systems and Telecommunications (DIST).
- B. Personal Information Systems: Any communications, radio and data hardware, software, or network support that is owned by a private individual, organization, or agency.
- C. Internal Department Operations: Operational and administrative functions conducted to support the official business of the police department.
- D. External Information Support: Hardware, software, and network links to provide department information to other agencies and or allow department access to information from

other agencies to support department information needs.

- E. Approved Requirement: A process initiated by a district or unit commander documenting a "need" for new or enhanced information systems. The need becomes an approved requirement when a solution is agreed upon and entered into the Technology Division Acquisition Plan.

III. Acquisition of Hardware and Software

- A. Establish and Validate a Requirement
Before new information system hardware or software can be acquired, the user must show a valid need. The need must be one that can not be met by current department hardware or software. The district or unit commander will validate the need and forward a request to the Technology Division. The Technology Division will plan an integrated solution with the user, provide a written reply, and enter the requirement into the acquisition plan.
- B. Acquisition Plan
The acquisition plan is maintained by the Technology Division and links multiple requirements to ensure the solutions are integrated and support department operations. The plan lists all validated requests for information hardware and software and tracks the requester and the funding status.
- C. Funding
There are three primary sources of information systems funding: Technology Division funds, department/unit funds, and grant funding. Most department information systems hardware and software will be purchased from Technology Division funds. The funding levels, planning, and priorities are available for review in the acquisition plan. Units may fund information technology but all acquisitions must be coordinated with the Technology Division to ensure compatibility and standards are met. Grant requests for information systems hardware and software must be

coordinated through the Technology Division to insure compatibility.

D. Installation and Configuration

The Technology Division will coordinate the installation and configuration of any information systems connected to the department or county networks. The Technology Division will install and configure any stand-alone system when requested by the user. Games will not be installed on any department or county computer system. Games which are part of Windows Accessories will be turned off by Technology Division personnel when users are familiar with mouse operations or at the request of a supervisor.

IV. **Repair and Maintenance**

The Technology Division Help Line, (301) 217-1053, is the users' link to all repair and maintenance problems. Users experiencing information system hardware or software problems must call this line for maintenance assistance. Only computers and associated equipment listed in the department's inventory will be serviced. Authorized outside contractors may be tasked by the Technology Division or DIST to respond to equipment repair requests.

V. **Inventory and Disposition of Hardware and Software**

A. All computers, servers, and printers purchased by or donated to the department are entered in department inventory. This includes computer equipment purchased under grant programs, seized, or donated to the department. Inventory will be physically checked with divisions and units on an annual basis. An inventory tag will be applied to each item. The information on this tag will be needed when requesting maintenance or repair.

B. Information systems hardware is tracked by a database. Coordination with the Technology Division is required before hardware is transferred within the department. Associated software is normally transferred with the hardware. The department information systems will only be run with licensed copies of

software. All purchases of software must be coordinated with the Technology Division prior to purchase to insure computability and standards. Personal software must not be loaded or run on county information systems. Information systems equipment and software that no longer meets operational needs will be turned into the Technology Division for proper disposition.

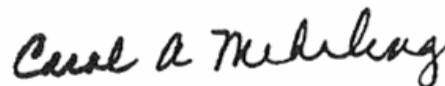
VI. **Data Bases**

The department will integrate data needs into a central department data management system. All current data bases and requirements for new data bases must be coordinated with the Technology Division. This includes stand-alone data bases used on a single computer. A department data dictionary will be maintained by the Technology Division to assist in development of small, stand-alone data bases to serve unit or office needs. Microsoft Access is the standard for stand-alone data bases.

VII. **Personal Information Systems**

For security reasons, personal information systems will not be connected to either the department or county network. Official department information that is processed on a personal information system shall only be used for official business. Any official information that is processed on a personal information system will not be placed on the hard drive but will remain on a removable disk or media.

VIII. **Proponent Unit:** Technology Division



Carol A. Mehrling
Chief of Police